



My nVoy Recorder license expired, how do I update my license file?

Model:

nVoy Recorder

Software Release:

nVoy Release 1.1 and/or greater

Operating System:

N/A

Information:

Note: Early shipments for evaluations had/have temporary license files installed and will expire causing the system to stop functioning properly.

Across the top of the UI page in the right corner a small banner will indicate a counter identifying how long until the license expires.

It is recommended to send an email to support once the license is within 3 days of expiring. The following data will be required when requesting a new/updated license. Please collect the following three bits of data and send them to support@cspi.com

Across the top of the UI you will see a list of categories (Example: Dashboard, System, Applications, License and Admin. Please select the "License" option. Select the "Configuration" option. You will default to the "nVoy" option and you will find the System ID. Please record that ID into your email. (Note: The System ID can be found in two locations. The first, as mentioned in the nVoy option of the configuration. The second location, is still under the "configuration/disk2n" option)

PF_RING and MAC addresses of the Myricom interfaces can also be found on the same location. In the "Myricom" option under configuration you will be able to obtain PF_RING and the MAC addresses of all the Myricom interfaces.

Data Points:

System ID: (Example: ABC337D59206AAF3)

PF_RING ZC Version: (Example: 6.7.0.170508)

MAC addresses of the Myri interfaces: (Example: myri1 00:60:DD:43:21:9B)

Once data is gathered, please send data to CSPi support to provide you the license information. You will receive back a email with the new license information. You will need to copy the information into the system and kill the UI.

<u>Revision</u>	<u>Date</u>	<u>Change</u>
1	5/22/2017	Initial Draft

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